

VIRGINIA FIRE CHIEFS' ASSOCIATION REASONABLE ACCOMODATION GUIDANCE PROCESS

This document discusses the notification and basic elements in which the Virginia Fire Chiefs Association, Inc. (VFCA) receives and responds to request for reasonable accommodations requests from its program beneficiaries. In addition, the VFCA is committed to taking reasonable steps to provide meaningful access for individuals with Limited English Proficiency (LEP) attending its programs and services

Notifying Program Beneficiaries

The VFCA will notify clients, customers, program participants, or consumers seeking reasonable accommodations by:

- a. Posting this process on webpage
- b. Incorporating information on how to request reasonable accommodations in program advertising materials
- c. Providing clients, customers, program participants, or consumers with process information via email upon request

Accepting and Responding to Requests for Reasonable Accommodations

The VFCA will utilize the following process for accepting and responding to requests for reasonable accommodations, including Limited English Proficiency (LEP):

1. All requests for reasonable accommodations will be made to VFCA Executive Director or the VFCA Professional Development Committee Chair. Email notifications can be made to ceudailey@vfca.us or vfcaprofessionaldevelopment@gmail.com or by calling 540.809.9397.
2. All requests for reasonable accommodations should be submitted to the VFCA at least 21 calendar days prior to event of need. Extraordinary circumstances and requests not within the 21-day request period will be considered on case-by-case basis.
3. Once the VFCA receives a request, a VFCA representative will contact the person within 3 business days to discuss the circumstances and needs of the requestee.
4. Once the VFCA representative has a full understanding of the requestee's needs, the VFCA representative will begin seeking and attempt to secure the reasonable accommodations. The VFCA representative will seek input from the requestee as to possible persons or solutions to meet their needs.
5. The VFCA will notify the requestee within 3-5 business days of their discussion as to whether the reasonable accommodation requests can be fulfilled.

6. If the reasonable accommodation cannot be fulfilled, the VFCA should explain the reasons to the requestee and continue to seek alternate solutions. If the reasonable accommodation can be fulfilled, the VFCA representative will provide information to the requestee as to how the accommodations will be met.

7. If after all options have been exhausted, and the reasonable accommodation request cannot be met, the VFCA representative should express remorse. In additions, the VFCA should provide a copy of its Policy and Notice of Nondiscrimination to the requestee in case they desire to file a complaint.

Record Keeping

The VFCA will keep records in centralized location or database to monitor:

- a. The number and type of requests for reasonable accommodations received per year
- b. The number and type of alternate accommodations, if any, that were provided
- c. The number of such requests that were denied and reason(s) for denial
- d. A summary of circumstances regarding any denials based upon a determination of fundamental alteration or undue burden to recipients.
- e. The VFCA will not collect or keep records containing personally identifiable information (PII) but only information to track its reasonable accommodation practices.

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